NHSGGC Secondary Care Emergency Maternity Fund

Part 4 - How-to Guide

This guide offers more detailed information and advice for those who may be interested in adopting or adapting the initiative in their local area.

This document comprises the following sections (click hyperlink to skip to that section)

NHSGGC Secondary Care Emergency Maternity Fund

Title	NHSGGC Secondary Care Emergency Maternity Fund
Organisation	NHS Greater Glasgow and Clyde (NHSGGC)
Category	Emerging
Poverty Impact	Mitigation
Introduction to the Project	

The NHSGGC Secondary Care Emergency Maternity Fund was a financial initiative project that identified maternity service users in need of immediate, long-term support. This NHSGGC Support and Information Services (SIS) pilot was funded by Glasgow Children's Hospital Charity. The project was piloted around SIS-identified gaps in maternity financial aid for pregnant individuals or for those who suffered a miscarriage.

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Initial Idea

Who had the initial idea?
Gillian Harvey.

How did the idea for the project come about?
Staff and service users identified a gap in crisis aid for secondary care maternity service users.

Were plans informed by any published reports / papers / research evidence or practice from elsewhere?
No specific information reported.

Was anyone else involved in developing the initial idea of the project?
Gillian Harvey.

Were those with lived experience of poverty involved in developing the initial idea of the project?
Yes. Maternity service users' lived experience of poverty aided NHSGGC Support and Information Services (SIS) with project development.

Was funding required to support the development of the initial idea of the project?			
No		**Yes**	xxx

Please provide details of the funding that was used to support the development of the initial idea of the project.

Which organisation provided funding?	Glasgow Children's Hospital Charity Grant funded the project in its development.
How much was required?	Not specified.
What was the specific source of funding?	Not specified.

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Were specific resources – other than funding - needed when developing the initial idea of the project?		

No		Yes	xxx

Please provide details of the resources that were required when developing the initial idea of the project.	
Staff/Volunteer Time	N/A
Facilities / Workspace	In-house existing facilities.
Equipment	In-house existing structure.
Local Knowledge	Staff and in-house departmental knowledge.
Food and Drink	N/A

What, if any, barriers had to be overcome when developing the initial idea of the project?

None reported.

What, if anything, helped enable development of the initial idea of the project?

Existing structural, financial and staff capacity.

How long did it take between having the initial idea and starting the project?

N/A as project is still in its one-year pilot stage.

Who made the decision to introduce the project?

Gillian Harvey.

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Early Development – Pilot Project or Feasibility Study

Was there a pilot project or feasibility study?	
No	xxx
Yes, a pilot project	
Yes, a feasibility study	

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Accessing the Service and Engaging with Service Users

Is there a referral process?		
	No	
	Yes	xxx
Yes. NHSGGC secondary care maternity service staff refer service users.		
Is referral the only way that potential clients are made aware of the project?		
	Yes	
	No	xxx
Other than referral, how do potential clients come to know about the project?		
Through word-of-mouth, NHSGGC SIS, and NHSGGC secondary care maternity staff.		
What is the most common way through which users typically access the service?		
Not specified.		
Do you take steps to keep in touch / reach out to service users?		
	No	xxx
	Yes	
Not specified.		

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Working with People with Lived Experience of Poverty

Are those with lived experience of poverty involved in <u>delivering</u> the project?	
No	xxx
Yes	

Are people with lived experience of poverty involved in <u>managing</u> the project or project governance?	
No	xxx
Yes	

Are people with lived experience of poverty involved <u>in any other aspect</u> of the project?	
No	
Yes	xxx
Service user feedback informed the project's success of project delivery and areas for improvement. This will be utilised as evidence for project continuation.	

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Leadership, Governance and Partnership Working

Who is responsible for managing the project?		
Gillian Harvey.		
	Yes	
	No	xxx
Gillian's wider remit involves sitting in on various public health steering groups, attending conferences and planning and overseeing various NHSGGC projects. Other responsibilities include liaising with third party partner agencies, sitting in on NHSGGC Health Board and securing funding for projects.		
What proportion of the manager's overall workload is given over to this project?		
	Most of it	
	About half of it	xxx
	Just a small proportion of it	
Is there a Project Steering or Advisory Group?		
	No	xxx
	Yes	
Are any other governance arrangements in place to review strategy and performance?		
	No	
	Yes	xxx
The project fed into the NHSGGC Board Maternity Health Improvement group board.		

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Links to Wider Policies, Strategies and Statutory Requirements

In your opinion, is the project aligned with national and/or local anti-poverty strategies and priorities (e.g., local authority or health board priorities)?	
Don't know	
No	
Yes	
Not specified.	

In your opinion, has the project benefitted from being part of this anti-poverty strategy?	
Don't know	
No	
Yes	
Not specified.	

Is the project part of any other strategy?	
Don't know	
No	xxx
Yes	
Not specified.	

In your opinion, has the project benefitted from being part of this strategy?	
Don't know	
No	
Yes	
Not specified.	

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Is the project delivering a service that is a statutory commitment?		
	No	xxx
	Yes	
Not specified.		
In your opinion, what has been the impact on the project of having this statutory commitment?		
	Don't know	
	None	
	Negative	
	Positive	
Not specified.		

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Funding

Has external funding been secured to support the work?		
	No	
	Yes	xxx
Please provide details of the external funding that was used secured to support this work?		
Which organisation provided funding?	Glasgow Children's Hospital Charity.	
What was the specific funding stream/source/scheme?	The project is funded through grants.	
How much funding was secured?	Yet to be confirmed.	
For how long has funding been secured?	N/A	
Is future funding from the same external source a possibility?		
	Don't know	xxx
	No	
	Yes	
Is future funding from the same external source based on pre-agreed outcomes or outputs being delivered from this work?		
	No	xxx
	Yes	
Has a specific sum been secured from the host organisation to support this work?		
	No	xxx
	Yes	

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Please provide details of the funding that was used secured from the host organisation to support this work?	
How much funding was secured?	Not specified.
For how long has funding been secured?	Not specified.

Is future funding from the host organisation a possibility?	
Don't know	
No	
Yes	

Is future funding from the host organisation based on pre-agreed outcomes or outputs being delivered?	
No	
Yes	xxx
All proposals are subject to pre-agreed outcomes.	

What are the future - longer-term - prospects for this work if existing funding sources were no longer available?
Not specified.

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Staffing and Resources

Do existing staff from the host organisation contribute toward the work of this project as part of their broader work for the organisation?		
	No	xxx
	Yes	

Are existing staff from the host organisation paid extra (for example, taking on extra hours) to contribute toward the work of this project?		
	No	xxx
	Yes	

Have additional paid staff been employed to contribute toward the work of this project?		
	No	
	Yes	xxx
Yes. There are three full-time paid members of staff with part-time bank staff cover, as required. SIS staff are also involved in project delivery and NHSGGC secondary care maternity service staff conduct referrals.		

Are volunteers involved in delivering the project?		
	No	xxx
	Yes	

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Are specific resources – other than staff/volunteer time and money - needed to support the delivery of the project?			
No		**Yes**	xxx

Please provide details of the resources that are required to deliver the project?	
Facilities / Workspace	In-house existing facilities.
Equipment	In-house existing equipment.
Local Knowledge	NHSGGC Staff, service users, and in-house departmental knowledge.
Food and Drink	N/A

Are any of the resources needed to deliver the project provided in-kind, rather than budgeted from project funds?	
No	xxx
Yes	

Were new IT systems, additional software, or upgrades existing software (databases, Apps) required to deliver this project?	
No	xxx
Yes	

Was additional training – for staff or volunteers - required to deliver this project?	
No	xxx
Yes	

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Monitoring and Evaluation

Is there baseline data to describe what things were like before the start of the project?		
	No	xxx
	Yes	

Is the difference that the project is making measured or monitored by the host organisation?		
	Yes	
	No	xxx

Who within the host organisation is responsible for monitoring the impact of the project?
Not specified.

How often is the impact of the project monitored or measured by the host organisation?
On point of service. SIS staff collect the data.

What methods, techniques or strategies are used by the host organisation to measure the impact of the project?
Not specified.

What information is collected by the host organisation about the project?				
Number of users	Yes	xxx	No	
Profile of users	Yes	xxx	No	
Experience of users	Yes	xxx	No	
Outcomes for users	Yes		No	xxx
Anything else	Yes		No	xxx

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Has the data that has been collected by the host organisation been used to adapt the way the project works?		
No	xxx
Yes	

Has an external organisation been employed to formally evaluate the project?		
No	xxx
Yes	

Has the insight from the external organisation's evaluation been used to adapt the way the project works?		
No	xxx
Yes	

Is there an intention to employ an external organisation to evaluate the impact of the project in the future?		
Don't know / no current plans	xxx
No	
Yes	

Is there an intention to undertake your own formal evaluation in the future to estimate the impact of the project?		
Don't know / no current plans	xxx
No	
Yes	

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Impact

To what extent have the aims of the project been achieved?	
Fully met	
Making progress toward meeting Aims	xxx
Not making progress	
User feedback and statistical information. Over £10,000 small cash grants recorded as given out to service users over one quarter.	

What difference has the project made?
The pilot project helped mitigate immediate and long-term issues related to various problems reported by NHSGGC maternity service users. Issues raised by service users included transport to and from onsite appointments, food and fuel poverty, childcare and the cost-of-living crisis. The project allows NHSGGC to identify maternity secondary care service users who are in socioeconomic crisis. Through the provision of immediate financial and material help, long-term support needs can be identified and provisions put into place to aid service users.

Have conditions or demand changed since the project was introduced?	
No	xxx
Yes	

Has the project had the capacity to meet these changing conditions and demand?	
Yes	
No	
Not specified.	

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Has the project changed through time?		
	No	xxx
	Yes	
What changed	N/A	
Why has it changed	N/A	
Has the project had any unexpected or unintended outcomes?		
	No	xxx
	Yes	
In your opinion, is the project having an impact on tackling poverty?		
	No	
	Yes	xxx
The project enabled SIS to identify service users in need of support past the immediate cash grant provision and aid them in accessing long-term support.		

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Learning from Experience

What is working well?	
Not specified.	
What, if anything, is working less well?	
Not specified.	
What are the key learning points that you'd like to share with other practitioners?	
Not specified.	

Are there plans to develop or expand the project in the future?

	No	
	Yes	xxx

There are plans to develop the Maternity Grant as a sustainable project nationally within The Young Persons Family Fund (YPFF).

How easily do you think this project could be replicated in another setting?

It could easily be replicated if there is infrastructure, an exit strategy, and funding is prioritised.

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